

DCYF's New Training Site Coming 2023!

December 6, 2022
Early Learning Division



Washington State Department of
CHILDREN, YOUTH & FAMILIES

About the New Site

- **Child care providers:** will find, access and complete trainings— all in one place!
- **Trainers/training organizations:** will manage, record and create events on the new site— eliminating the use of multiple platforms.
- **Training applicants:** will use the new site to become State-Approved Trainers— streamlining the process.



Stay Up-to-Date!

All information shared
on dedicated webpage:

tinyurl.com/DCYFsNewTrainingSite



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DCYF's New Training Site

We are excited to announce the implementation of a new Learning Management System (LMS) coming in 2023!

DCYF's New Training Site (which will be renamed later), will be a place to find training, complete training, manage training and conference/special events, and apply to become a state-approved trainer.

Key Features

DCYF's New Training Site will have features that will help our learners, training organizations and trainers access and navigate with ease. Some key features include:

- Automated alerts and notifications
- Simplified trainer application process
- Easier training search by topic, location, and more
- Blended and collaborative learning options, including integration

Contact

✉ merit@dcyf.wa.gov
☎ Phone: 866.482.4325, option 5

Engagement Efforts

We'll be announcing ways to get involved to provide feedback in the PD Newsletter:

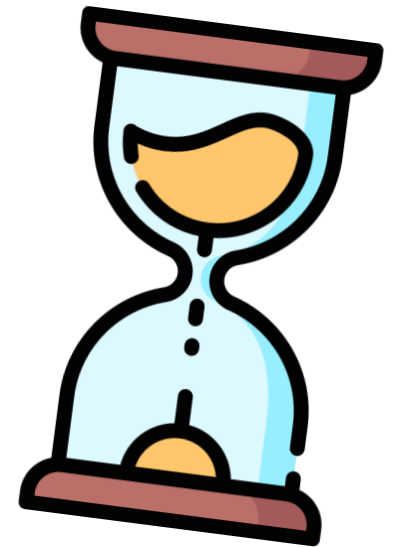
[SUBSCRIBE TO THE NEWSLETTER >](#)

If you're interested in these efforts, email [Marlene White](#).



Background

- **The need for an easier, and integrated learning system expressed by:**
 - Learners
 - Trainers/Training Organizations
 - Early Learning Programs (ECEAP, ESIT)
 - Systems-level Integration
- **Platform will be Insight by New World**
 - 15 years of specialization in early childhood systems design and development
 - Recognized by the National Workforce Alliance Registry (registryalliance.org)



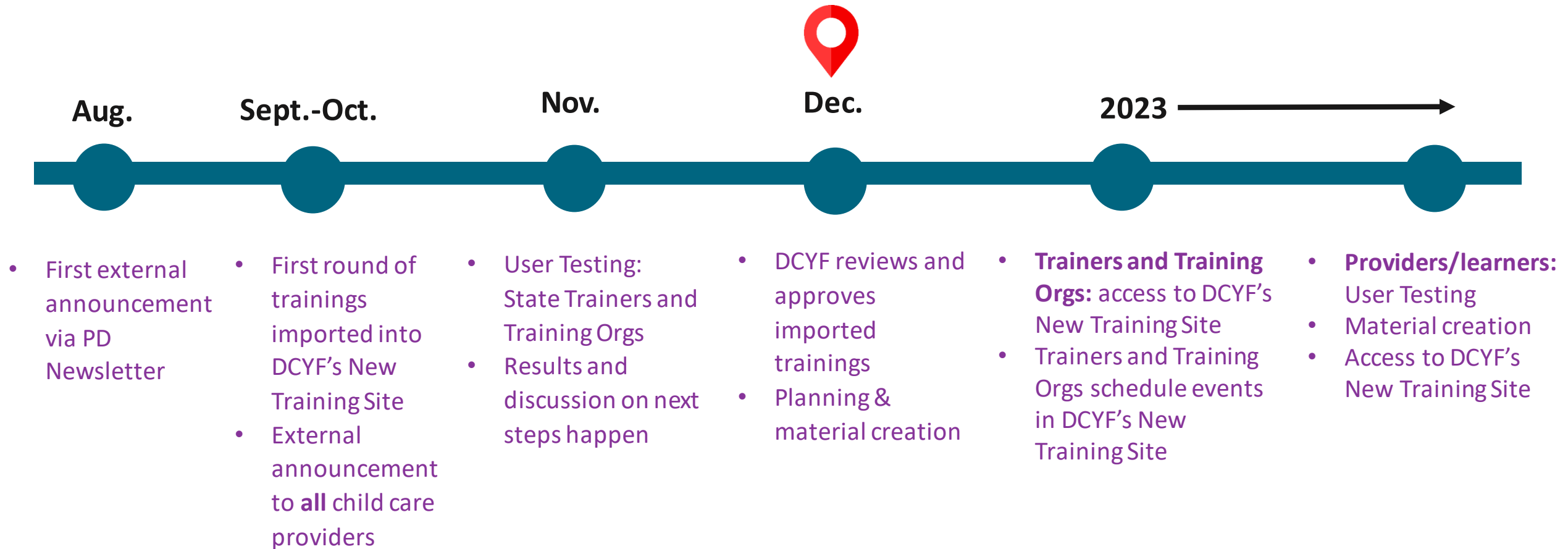
Key Features

Key features include:

- Improved reporting
- Automated alerts
- Simplified application process
- Simple search functionality
- Language customization
- Collaborative learning options (example: Zoom integration)
- Centralized learning materials and eLearning content library
- Improved navigation and accessibility for all users



Timeline



Our Approach: Human-Centered

The user is at the **core** of the product, service, policy design



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Lets Talk UX!

What is UX & Why Is It Important?

- UX stands for "User Experience"
- The experience the user has when interacting with a product, a system or service

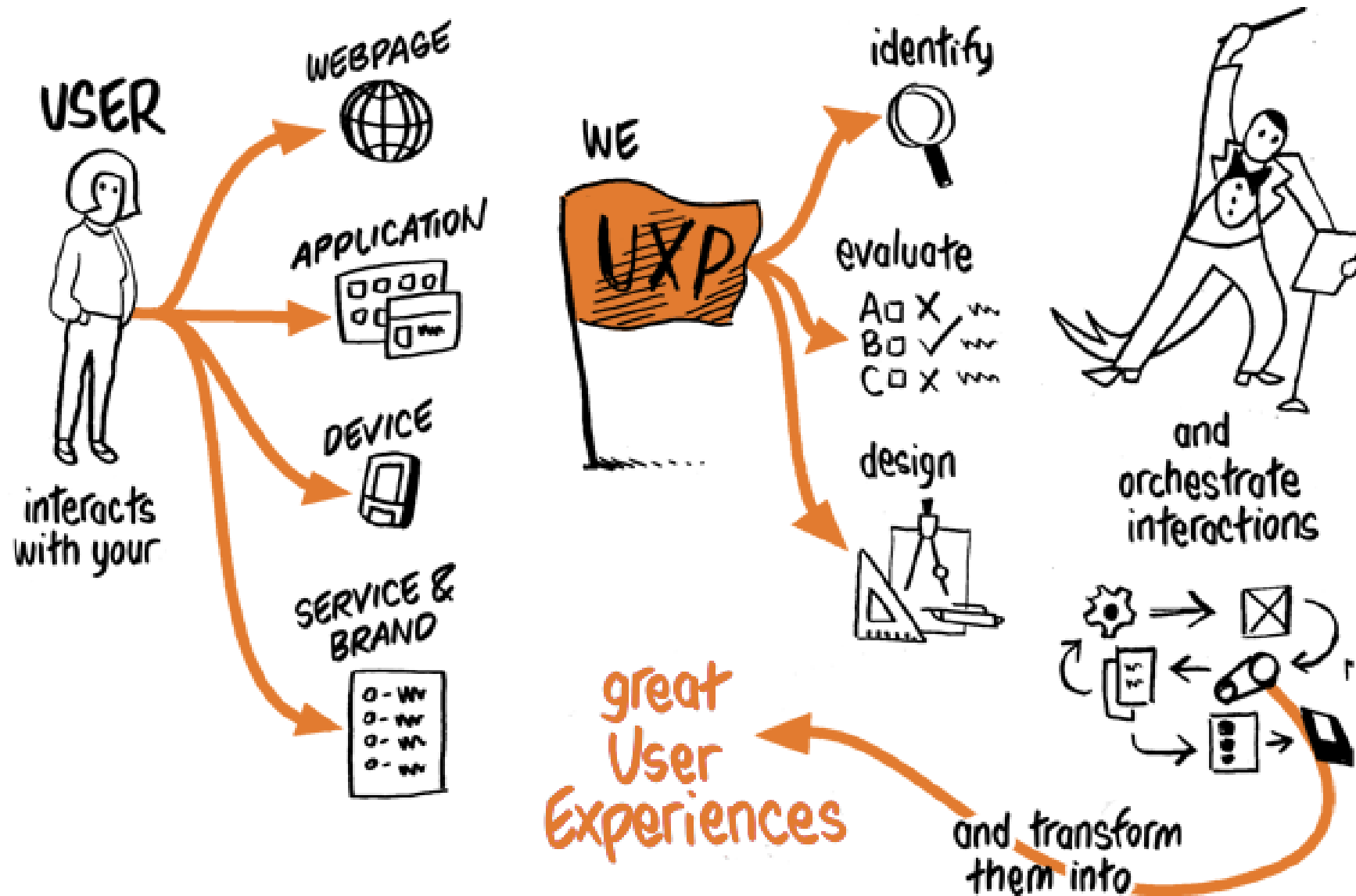


Methodology: Research & Testing

Format:

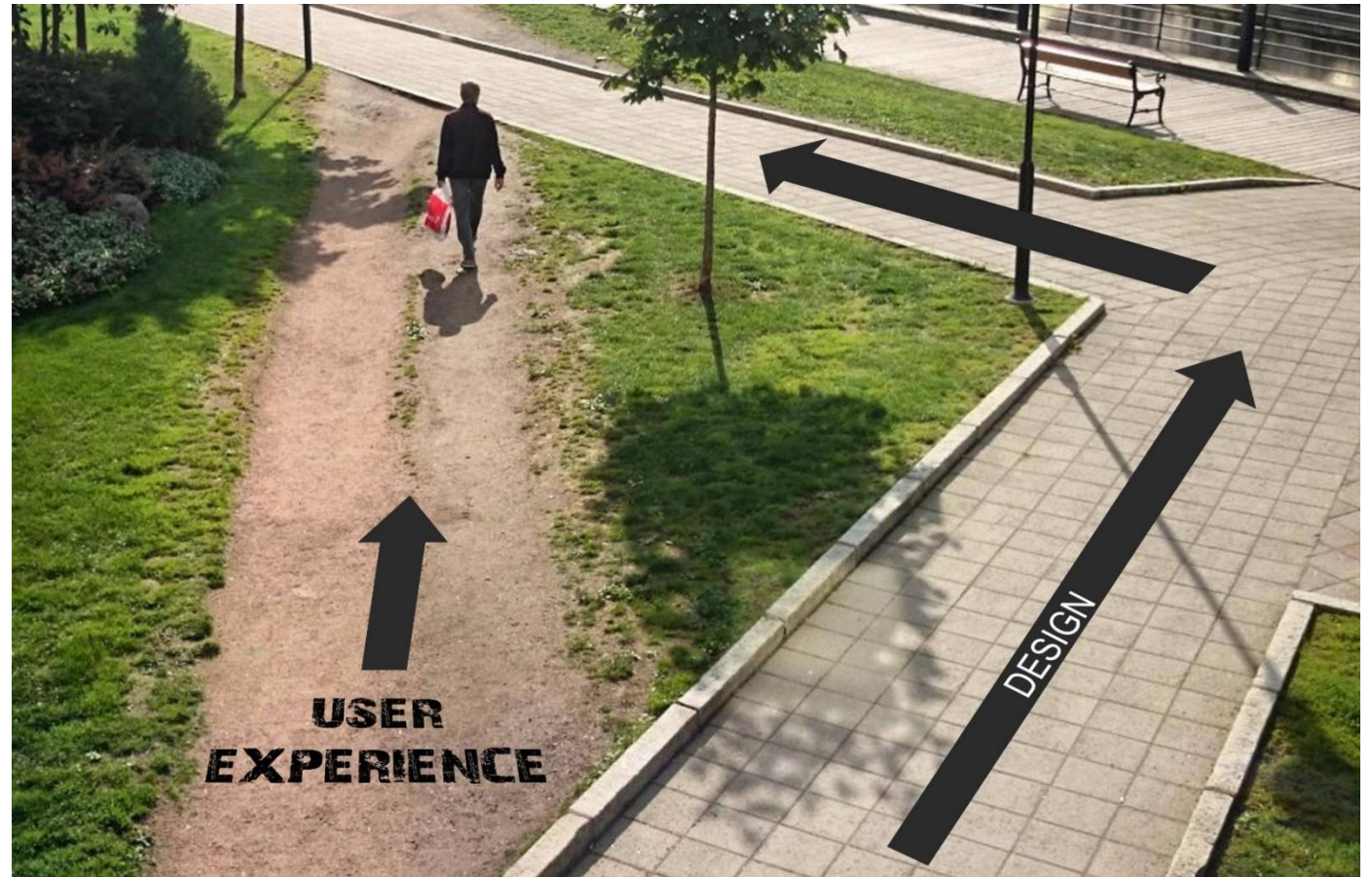
- Virtual
- One-on-One interviews
- Spanish, English, Somali
- 75min- 2 hours sessions
- 12 total sessions
 - 6 trainers (2 Eng., 2 Span., 2 Somali)
 - 6 training orgs (2 Eng., 2 Span., 2 Somali)





Why it's Important

- Human-Centered
- Equitable
- Responsive
- Provides Insights
- Provides Data



Trainers: Early Findings



1

Technical (Site Usage)

English Speakers

- **Technical:** easy to use, intuitive, and feels comfortable
- **Communications:** new terminology, onboarding resources needed (visuals, tutorials, step-by-step guides)

2

Communications & Support

Spanish and Somali Speakers

- Site is needed in the language of user (terminology isn't intuitive)
- More communications and engagement around: Program basics, terminology, tutorials and learning sessions (onboarding resources needed)



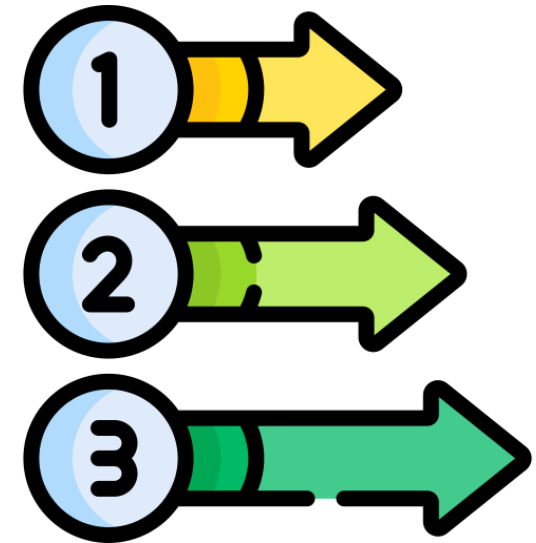
UX Next Steps

Trainers and Training Orgs (November- 2023)

- Synthesize results
- UX recommendations
- Suggested changes to the site/material design
- Additional UX: material design

Child Care Providers (2023)

- UX recruitment in 2023
- Communications to providers
- Announced on DCYF's New Training Site webpage



Jamboard Activity

Visit: tinyurl.com/JamNTS



Website

tinyurl.com/DCYFsNewTrainingSite



Contact

Karma Hugo: karma.hugo@dcyf.wa.gov

Marlene White: marlene.white@dcyf.wa.gov

